

Bay College participates in the **State Authorization Reciprocity Agreement (SARA)**. Students with concerns or **complaints** related to Bay College's **online/distance education** should first submit a complaint directly to Bay College using: [Bay College Student Complaint/Report Form \(Maxient\)](#)

If the concern is not resolved through Bay College's process, students may escalate the complaint to Bay College's **home-state SARA Portal Entity (Michigan): James Farhat, State Administrative Manager, Workforce Development, Post Secondary & State Approving Section**, (517) 256-8670, farhatj@michigan.gov, Michigan Department of Labor and Economic Opportunity, Elliott-Larsen Building, 320 S Walnut Street, P.O. Box 30805, Lansing, MI 48933, and follow: [Michigan Post-Secondary Complaint Instructions \(PDF\)](#). For additional information about the SARA complaint process, visit: [NC-SARA Student Complaints](#).